



PayPoint

Having problems with your ATM?

Please take a look at the most frequently asked questions below to help you resolve your ATM issue quickly.



ATM

The dispenser isn't turning/notes are jamming/it's failing a test cash

- Open the safe on the ATM and pull out the dispenser
- On the left hand side of the dispenser is a green wheel. To check there is no money stuck – turn this wheel towards the ATM a minimum of 10 times
- Remove each cassette and check there are no notes stuck behind them
- Check inside each cassette to make sure that there are no notes stuck
- Push the dispenser back in to the ATM and close the safe door
- Log in to the ATM and from the menu, select Cash Dispenser and then Continue
- The dispenser should then run a test on itself and show a result
- If the test is successful the ATM fault is cleared or the test fails, reboot the ATM from the login screen and once loaded, perform the same dispenser test

If the test fails again
please call us on freephone
0800 310 0000
for further diagnostics

My card reader isn't working

- If the card reader is not working and the green arrow is not flashing, open the top of the ATM and locate the card reader
- Follow the solid black cable from the card reader to the back of the PC
- Unplug the USB connection for the card reader and reinsert in to a different USB port
- Reboot the ATM from the login screen
- Once rebooted attempt a balance enquiry with a bank card
- If this is still not working, please call PayPoint for further diagnostics

61140001

There's an 'out of service' message

- Check that the Ethernet cable is securely inserted in to the PC – this cable comes in from the back of the ATM and plugs in to the core at the back of the screen
- If this is secure then reboot the ATM from the login screen
- If the machine doesn't come back in service, call us on freephone 0800 310 0000.

If all of these are working and you are still having problems, please call us on freephone

0800 310 0000

for further diagnostics

The printer isn't printing/feeding paper or jamming

- Open the top of the printer and confirm there are no pieces of paper stuck in the printer head
- Confirm the printer head is securely locked in position
- Reload the paper in to the printer – the printer should automatically feed the paper
- If this doesn't feed and show the smiley face, log in to the ATM and select receipt printer and then confirm
- If this test fails, reboot the ATM from the login screen and when loaded try the printer test again
- If still not working, please call us on freephone 0800 310 0000 for further diagnostics

Software issue - reboot and select boot device/press CTRL, ALT, Delete/Reboot loop

- If this message shows on the ATM screen, power the ATM off using the red switch inside the ATM for 5 minutes
- Once powered back on, if the same error shows please call PayPoint for further diagnostics

There's no power to the ATM

- Confirm the ATM is powered on using the red switch
- If the switch is on, power off the ATM and confirm the power cable going in to the side of the power unit is in securely – this is the unit with the red switch on
- Power on the ATM – If the fan inside can be heard this is likely a screen fault and will need to be reported to PayPoint. If still not powering on then try plugging the ATM in a different plug socket if possible

If still not powering on

please call us on freephone

0800 310 0000 for further diagnostics

